

sub E1  
8. (Unchanged) The method of claim 6 wherein the proxy server is a LAN-connected server in the communication center, the first two-way data link being the communication center LAN.

9. (Unchanged) The method of claim 8 wherein the second two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

A2  
sub E1  
10. (Amended) The method of claim 6 wherein the proxy server and the light [computer] computerized device each execute an instance of a Nano-browser enabling Internet Protocol communication over the second data link.

#### REMARKS

This response is to the Office Letter mailed in the above-referenced case on October 18, 2000. In the Office Letter the Examiner has rejected claims 1, 2, 5-7, and 10 under 35 U.S.C. 112, second paragraph. Claims 1-10 are rejected under 35 U.S.C. 102(e) as being anticipated by Kikinis (US 5,727,159) hereinafter Kikinis.

The applicant has carefully noted and reviewed the Examiner's rejections, references and comments. Applicant herein amends the claims to overcome the 112 rejection. Applicant herein argues the patentability of the claims over the art of Kikinis as the reference clearly fails to support the 102(e) rejection presented by the Examiner. Applicant's arguments will distinguish unarguably over the reference cited and applied.

Claim 1, as amended, herein recites:

*1. In a communication center having agent workstations, server-based software tools, and server-based data storage, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the system comprising:*

*a proxy server executing a software suite;*

*a first two-way data link between the proxy server and one of a server or a workstation at the communication center; and*

*a second two-way data link between the proxy server and the light computerized device used by the remote agent;*

*characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light computerized device, establishes a connection to a workstation at the communication center over the first two-way data link at direction of the light computerized device, accesses data and operates software from the workstation at the communication center on behalf of and according to direction from the light computerized device, transforms the data and results of the software operations into a form useable by the light computerized device, and transmits the transformed information to the light computerized device via the second two-way data link.*

Regarding claim 1, the Examiner states that Kikinis teaches the invention as claimed, including a communication center having agent workstations, server based software tools, and server based data storage, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as an agent with full access to data and

software tools of the communication center (Fig. 2).

Applicant herein amends claim 1 to more particularly point out that the remote agent, using a light computerized device may call in to a communication center and access a workstation at the communication center, therefore having full access to the data and software tools of the communication center. Kikinis does not provide this level of functionality with a communication center, to a user of the proxy server, using a light computerized device.

Applicant respectfully disagrees with the Examiner's statements that Kikinis provides a teaching for using a light computerized device to operate as an agent with full access to data and software tools of the communication center. Kikinis provides a proxy server for downloading data from a WEB server. Kikinis does teach some limited functionality of accessing Groupware functions wherein a database having variable information such as appointment schedules for employees may be accessed. Kikinis does not teach the connections to a workstation and access to a communication center through a proxy server as claimed in applicant's invention.

In applicant's invention as claimed, an agent, that is not physically at the communication center, can use a light computerized device, for example a hand-held computer, a personal digital assistant, a portable laptop computer, or a cell telephone to access his/her workstation at the communication center, operating the workstation, having access to software tools and data of the communication center, as if the remote agent were at the communication center.

The KW in applicant's invention may initiate a multimedia call to his resident work station such as station 17 (Fig. 1) through proxy 49 by way of link 77. The call would arrive at router 19 and be routed directly over link 41 to station 17 based on identity thus by-passing normal DNT call handling routines. Part of the call includes a command to allow the KW to control the operation of station 17 by proxy (page 24, lines 11-16). Therefore a KW may

have full access to virtually any type of data or software tools that he/she could access from his/her station if he/she were operating within the communication center.

Kikinis teaches the limited ability of downloading data from a proxy server which is in turn connected to a WEB server, as shown in Fig. 2 of Kikinis. Kikinis does not teach the ability to connect a call from a light computerized device to an agent's workstation at a communication center, enabling the agent to access the data and software tools of the communication center from the agent's own workstation from a remote location.

Applicant believes claim 1, as amended, is patentable over the art of Kikinis. Kikinis does not teach the workstation at the communication center as a connection for the proxy server, or the ability to access the software tools of the communication center through the connection from the agent's light computerized device to the workstation via the proxy server. Claims 2-5 are patentable at least as depended from a patentable claim.

Claim 6, as amended, herein recites:

*6. In a communication center having agent workstations, a method for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the method comprising the steps of:*

*(a) establishing a connection between the light computerized device and a proxy server over a first two-way data link;*

*(b) ascertaining hardware and software characteristics of the light computerized device over the established connection on the first data link;*

*(c) establishing a connection between the proxy server and the*

*workstation at the communication center over a second two-way data link at direction of the light computerized device;*

*(d) accessing, from the workstation, data and operating software at the communication center on behalf of and according to direction from the light computerized device;*

*(e) transforming the data and results of the software operations into a form useable by the light computerized device, and transforming the data and commands from the light computerized device to a form useable by the software operations; and*

*(f) transmitting the transformed information to the light computerized device from the software operations at the communication center and to the software operations from the light computerized device via the first two-way data link.*

Claim 6 is rejected as being anticipated by Kikinis. Applicant herein amends claim 6 in a similar fashion as claim 1, wherein the light computerized device connects to the workstation at the communication center via the proxy server and has full access to the data and software operations of the communication center from the workstation.

As argued above regarding claim 1, Kikinis fails to show the level of connectivity and functionality using a proxy server and the functions of a communication center as claimed in applicant's invention. Applicant believes that claim 6, as amended, is patentable over the art of Kikinis. Claims 7-10 are patentable at least as depended from a patentable claim.

In view of the above amendments and arguments, it is clear that the reference of Kikinis does not anticipate, or suggest the invention as herein claimed. It is therefore respectfully requested that this application be reconsidered, the claims be allowed, and that this case be passed quickly to issue.



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If there are any time extensions needed beyond any extension specifically requested with this amendment, such extension of time is hereby requested. If there are any fees due beyond any fees paid with this amendment, authorization is given to deduct such fees from deposit account 50-0534.

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